

May 31, 2007



Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
CC Docket NO. 92- 105

United Way 2-1-1 of Utah County hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 2-1-1 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. **United Way 2-1-1 of Utah County** is limiting its comments to the status of 2-1-1 service in Utah.

United Way 2-1-1 of Utah County has two full-time employees, two AmeriCorps*VISTA members and many other volunteers (an organizational capacity of more than 24) providing 2-1-1 service since 2003 Utah and Wasatch County in the State of Utah, reaching a population of 485,015. The database of service providers used for making referrals has listings for 288 agencies, 350 service programs, and 259 volunteer opportunities. In 2006 our 2-1-1 call center received over 8,500 calls for referrals to service programs and volunteer opportunities.

The most common reasons clients give for calling **United Way 2-1-1 of Utah County** are related to housing, medical and food issues. During tax season **United Way 2-1-1 of Utah County** handled over a thousand calls from low-income community members to sign up for Volunteer Income Tax Assistance (VITA). Because of the 2-1-1 service VITA was able to put thousands of dollars in EIC (Earned Income Credit) into the hands of the nation's working poor.

The **United Way 2-1-1 of Utah County** has worked closely with community partners, including Community Action Services, American Red Cross, Center for Women and Children in Crisis, Kids on the Move, Boys and Girls Club and many others, devoting significant time and resources to implementing and operating 2-1-1 service to ease access for people in need to information about health and human services and volunteer opportunities. We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its' authority to facilitate more widespread use of the service.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kristen Pratt".

Kristen Pratt
United Way 2-1-1 Volunteer Center Manager